



Washington State
Department of Social
& Health Services

DVR Division of Vocational
Rehabilitation

Community Rehabilitation Program (CRP) Contract Guidelines

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1. Vocational Evaluations

a. Frequently Asked Questions

- (1) What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

A fully completed SDOP containing signatures of the authorizing DVR Counselor, client or legal representative, and the CRP.

2. Trial Work Experience / Community Based Assessments

a. Frequently Asked Questions

- (1) What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

A fully completed SDOP containing the signatures of the authorizing DVR Counselor, client or legal representative, and the CRP.

- (2) Who determines what Service Level will be authorized?

The DVR Counselor determines what Service Level will be authorized, with input and agreement by the client or legal representative and CRP providing the service.

The determination will be based on the:

- Complexity of the service delivery questions to be answered;
- Nature and extent of support(s) the client will need to complete the service;
- Expected duration of the service;
- Type and number of work-sites the service includes;
- Availability of the type of service delivery setting or work-site(s); and
- Expected time to complete the service.

- (3) Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher Service Level after being previously issued at a lower level?

Yes, the original AFP can be cancelled and replaced with a new AFP at the higher level. No payment will be made for services delivered at the originally authorized lower level.

- (4) Can a Trial Work Experience / Community Based Assessment be conducted in or as a part of a CRP's business operations?

Yes

- (5) Is there a uniform required amount of time or number of work sites that must be included in a Trial Work Experience / Community Based Assessment?

No, the duration of time and number of work sites is uniquely established for each individual client as mutually agreed to by the DVR Counselor, client or legal representative, and CRP on a DVR Service Delivery Outcome Plan (SDOP).

- (6) Must a client always be paid for participating in a Trial Work Experience / Community Based Assessment?

No, the service may also occur in other realistic work settings that are unpaid.

- (7) Who determines if a Trial Work Experience / Community Based Assessment will be paid or unpaid?

This is mutually determined and agreed to by the DVR Counselor, the client or legal representative, and the CRP.

- (8) DVR authorizes a CRP to provide Trial Work Experience / Community Based Assessment. The client completes the service and is hired by the host business. Is the CRP entitled to payment for CRP Job Placement Services in addition to their payment for Trial Work Experience / Community Based Assessment:?

No, however, if the client obtains permanent competitive employment as a secondary result of their Community Based Assessment, the CRP will receive an additional \$600.00 payment.

Thereafter, if the client needs assistance in order to stabilize their job performance or learn essential job functions and retain their job, DVR may authorize and purchase CRP Intensive Training Services (if the client has an employment goal which requires supported employment) or CRP Job Retention Services for clients who do not have an employment goal which requires supported employment.

If the DVR client attains a permanent competitive employment placement as a result of the client's Trial Work Experience, the additional \$600.00 payment will not be paid because Trial Work Experience is used prior to the client being determined eligible for DVR services.

3. Job Placement Services

a. Frequently Asked Questions

- (1) What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

A fully completed SDOP containing the signatures of the authorizing DVR Counselor, client or legal representative, and the Contractor.

- (2) Who determines what Service Level will be authorized?

The DVR Counselor determines what Service Level will be authorized, with input and agreement by the DVR client or legal representative and the Contractor providing the service. The determination will be based on the nature and extent of Job Placement services and supports the Contractor is expected to provide in order to deliver the expected outcome.

- (3) Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher Service Level after being previously issued at a lower level?

Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. No payment will be made for services delivered at the originally authorized lower level.

- (4) Can a CRP employ a client?

Yes, providing the job is paid and meets the DVR definition of an integrated work setting or competitive employment.

- (5) Does DVR pay for a Job Placement if the CRP places or employs the client with themselves?

No; however, if the client needs assistance in order to stabilize their job performance or learn essential job functions and retain their job, DVR may purchase CRP Intensive Training Services (if the client has an employment goal that requires Supported Employment) or CRP Job Retention Services for clients who do not have an employment goal that requires Supported Employment.

4. Intensive Training Services

a. Frequently Asked Questions

- (1) What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

A fully completed SDOP containing the signatures of the authorizing DVR Counselor, client or legal representative, and CRP.

- (2) Who determines what Service Level will be authorized?

The DVR Counselor determines what level of Intensive Training Services will be authorized, with input and agreement by the DVR client or legal representative and the Contractor providing the service.

The determination will be based on the:

- Nature and extent of support(s) needed by the client to achieve job stabilization; and
- Estimated duration of Intensive Training services.

- (3) Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher level after being previously issued at a lower level?

Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. No payment will be made for services delivered at the originally authorized lower level.

- (4) Who determines what a client's job stabilization in their on-the-job performance will look like when/if it is achieved?

The client's employer, CRP, client or legal representative, and the DVR Counselor will mutually determine what the client's job stabilization will look like when/if it is achieved.

This decision should be included in the client's DVR Service Delivery Outcome Plan (SDOP) for this service.

- (5) Who determines if job stabilization has been achieved?

The DVR Counselor is responsible for assuring that the client's employer, CRP, and client or legal representative all agree that the client has achieved job stabilization.

5. Job Retention Services

a. Frequently Asked Questions

- (1) What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

A fully completed SDOP containing the signatures of the authorizing DVR Counselor, client or legal representative, and CRP.

- (2) Who determines what Service Level will be authorized?

The DVR Counselor determines what Service Level will be authorized, with input and agreement by the DVR client or legal representative and CRP providing the service.

The determination will be based on the nature and extent of Job Retention services and support the CRP is expected to provide in order to deliver the expected outcome.

- (3) Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher Service Level after being previously issued at a lower level?

Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. No payment will be made for services delivered at the originally authorized lower level.

- (4) What criteria determine if a client needs Job Retention services:

DVR determines that *additional support services* are needed by the client in order to learn the essential functions of their job and retain their job.

Examples of *additional support services* may include:

- Training on work skills, knowledge or abilities to perform essential job functions;
- Consultation with the employer to help the client's co-workers understand disability issues that arise; and
- Intervention to resolve issues that arise after the client begins their job, etc.

(5) Must the ninety (90) calendar days of Job Retention be continuous?

No, according to the Code of Federal Regulations the client must maintain competitive employment for ninety (90) calendar days past the point of Job Placement to achieve Job Retention.

(6) A client is succeeding in their job but gets another job with a different employer without any break in maintaining competitive employment. Has Job Retention failed?

No, if the client maintains ninety (90) calendar days of competitive employment, even if in a different job with the same or different employers, Job Retention is considered to have been successfully achieved.

6. Transitional Employment Services

a. Frequently Asked Questions

(1) What are Transitional Employment (TE) services?

TE is an Individual Plan for Employment (IPE) service specifically designed and implemented to meet the vocational rehabilitation needs of DVR customers having severe and persistent mental illness. The intent of TE is that it will lead to a permanent employment outcome.

TE takes the form of the DVR customer performing a number of part-time time-limited competitive employment jobs in integrated community-based business settings. TE customers receive wage compensation directly from their employer at the state minimum wage or higher. TE jobs provide the environment for TE customers to develop the skills required for permanent competitive employment. Initial TE job placements may not be permanent, but the organization guaranteeing Extended Services must agree to keep the TE Customer employed in an ongoing sequence of jobs which could eventually lead to permanent employment.

DVR Contracted TE services are provided only through the "Clubhouse Model of Rehabilitation" as defined and certified by the International Center for Clubhouse

Development (ICCD).

- (2) What is the “Clubhouse Model of Rehabilitation” as defined by the International Center for Clubhouse Development (ICCD)?

The ICCD International Standards for Clubhouse Programs define the Clubhouse Model of rehabilitation. These standards cover the topics of Membership; Relationships; Space; Work-Ordered Day; Function of the House; Funding; Employment; Governance and Administration. The standards provide the basis for assessing clubhouse quality, through the International Center for Clubhouse Development (ICCD) certification process. Every two years the worldwide clubhouse community reviews these standards and amends them as deemed necessary. The process is coordinated by the ICCD Standards Review Committee, made up of members and staff of ICCD-certified clubhouses from around the world.

Contract provision of TE services must be in keeping with all ICCD standards.

The ICCD International Standards for Clubhouse Programs can be found on the Internet at www.iccd.org.

- (3) What is a “Clubhouse” as required for delivery of TE services?

A Clubhouse is a place where individuals who have severe and persistent mental illness come to rebuild their lives. Within Clubhouses, these individuals are called “Members”. The focus of the Clubhouse is on the Member’s strengths and not their illness.

Members receive help in securing housing, advancing their education, obtaining psychiatric and medical care and securing / maintaining government benefits. In addition to receiving these services, one of the most important steps that Clubhouse Members take toward gaining greater independence is Transitional Employment (TE), where Members work in fully integrated competitive employment jobs at community-based TE sites.

- (4) What are TE sites and where are they located?

TE sites are actual competitive employment jobs. TE jobs occur in fully integrated community based employment sites anywhere in the community and pay the state minimum wage or higher.

TE sites are not located in a Clubhouse and do not utilize Clubhouse business enterprises.

- (5) How many TE sites can / must a TE Member participate in during their receipt of TE services?

At least one.

- (6) Who pays the TE Member’s wages for their work at a TE site?

The business enterprise employing the TE Member.

- (7) Completion of TE is when the Member completes twenty-four (24) work weeks of TE. When does this period begin?

TE begins when the TE Member begins their first TE work week.

- (8) What is a TE work week?

A TE work week is the number of hours in a calendar week that a TE Member is expected to work. A typical goal is 15-20 hours per week. However, this can be expected to vary somewhat with each individual TE Member.

The TE work week is mutually agreed to by the TE Member, DVR Counselor, and the Clubhouse TE service provider. This agreement is indicated in writing on a DVR SDOP for Transitional Employment (TE).

The number of hours that a TE Member works each week is recorded by the Clubhouse TE service provider. Only those weeks in which the TE Member completes a minimum of eighty percent (80%) of their expected weekly TE work hours may be counted as a completed TE work week for DVR billing purposes.

- (9) At what point in TE services may DVR close a TE Member's case?

DVR may place a TE Customer / Member in DVR Plan Employed status when the individual has obtained a permanent competitive employment job.

Specific criteria for DVR case closure of the TE Member as being successfully employed includes case documentation of ALL of the following:

- The TE Member is currently working in a permanent competitive employment job;
- The TE Member and the employer are satisfied with the Member's employment performance;
- The TE Member has been working in their permanent competitive employment job at least ninety (90) calendar days past the point of job placement; and
- The TE Member has any needed Extended Services employment supports.